

## **YOUR RIGHTS & RESPONSIBILITIES:**

### **Client Rights:**

1. The client has the right to considerate and respectful service.
2. The client has the right to obtain service without regard to race, creed, national origin, sex, age, disability, diagnosis or religious affiliation.
3. Subject to applicable law, the patient has the right to confidentiality of all information pertaining to his/her medical equipment service. Individuals or organizations not involved in the patient's care may not have access to the information without the patient's written consent.
4. The client has the right to make informed decisions about his/her care.
5. The client has the right to reasonable continuity of care and service.
6. The client has the right to voice grievances without fear of termination of service or other reprisal in the service process.

### **Client Responsibilities:**

1. The client should promptly notify the Home Medical Equipment Company of any equipment failure or damage.
2. The client is responsible for any equipment that is lost or stolen while in their possession and should promptly notify Vital Milk in such instances.
3. The client should promptly notify Vital Milk of any changes to their address or telephone.
4. The client should promptly notify Vital Milk of any changes concerning their physician.
5. The patient should notify the Vital Milk of discontinuance of use.
6. Except where contrary to federal or state law, the patient is responsible for any equipment rental and sale charges, which the patient's insurance, company/companies does not pay.